

JOB DESCRIPTION	
Job title: Technical Lead	Accountable to: Head of Application Delivery
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £46,423 to £62,315	Grade: 6
Service: University IT Services	Location: London College of Communications
<p>University IT Services</p> <p>We seek to provide an integrated, University-wide approach to information technology, supporting learning and teaching, research, innovation, and the student experience.</p> <p>Our role is to work across the University building relationships with those working directly with students in our six colleges as well as with staff in our cross-University functions such as Estates, HR, and Registry.</p> <p>The majority of the department is based at our Elephant & Castle site with some IT support staff based at other locations.</p> <p>Our department consists of 150 staff across two teams:</p> <p>Services & Operations focuses on customer support and continuous improvement and renewal of the IT infrastructure and is made up of four teams; Technical Operations – managing the infrastructure, Service Operations - including the Service Desk, Security and Communications & Engagement.</p> <p>Projects & Solutions provides the technology roadmap, defines architectural principles, delivers change, co-ordinates innovation and supports core University applications. Within this area, the sub-teams are; Architecture, Application Delivery and Programmes & Projects.</p> <p>We are committed on-going to:</p> <ul style="list-style-type: none"> • Students always being at the centre of our work • Achieving measurable service improvement • Developing our processes and ways of working • Developing our service provision and partnerships with specialised IT teams across UAL • Delivering and refreshing our technology roadmap <p>We have a sizeable portfolio of change initiatives to support UAL meet its ambitions.</p>	
<p>What is the purpose of the role?</p> <p>The post holder's main objective will be to ensure all specified technical aspects of the programmes and projects they are assigned to are delivered on time and to budget. They are a pivotal project team resource coordinating technical resources to ensure that change initiatives succeed.</p> <p>The post holder will work collaboratively across IT Service teams; infrastructure, application delivery, architects, security and programme/project managers to ensure the successfully delivery of technical elements and changes</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Provide technical leadership ensuring that all the technical aspects of a solution deliver against the project requirements and adhere to the solution architecture design. • Inputs into project planning, working very closely with Programme/Project Manager(s). 	

- Defines technical work-packages aligned to the project working approach (Agile and/or waterfall)
- Identifies the technical resources needed in collaboration with resource managers, negotiates for time to be allocated to project work and identifies gaps in knowledge and skills that need to be filled. Where resource gaps are identified, takes a proactive role in ensuring the gaps are addressed to ensure project timelines and quality are not adversely impacted.
- Actively monitors progress of technical delivery and reports back to the Project Manager at agreed intervals. Proactively manages any delays; working with the Project Manager to re-plan or put mitigation plans in place where appropriate.
- Highlights technical risks identified by the architects, technical teams and/or application support to the Project Manager, owns risks assigned including mitigating actions.
- Attends the Change Advisory Board and Technical Design Authority as required.
- Leads research, prototyping and troubleshooting as required.
- Works with the architects to ensure the production of technical documentation is completed in time and to the required standard.
- Translates technical language and problems into a form that is fully understood by the wider project team and project stakeholders. Advises board members on technical issues and risks when required.
- May be required to work with other UAL technical resources to assess 3rd party proposals, work packages etc.; providing technical input to ensure that the final solution delivers against agreed requirements. Be a technical point of contact within UAL when dealing with 3rd party suppliers technical resource
- Quality assures the work of 3rd party suppliers.
- Represents UAL in overseeing agreed priorities and scope of 3rd party technical resources
- Engages collaboratively across all IT colleagues developing an environment where technical thinking / innovation is encouraged and open to challenge.
- Be a point of contact for IT colleagues to draw on their wealth of experience to support problem solving, innovation and forward thinking, ensuring the IT Service remains focused on what is needed.

Objectives over the next 2 years

- Contribute and also mobilise/coordinate the relevant technical resources required to ensure the following projects are delivered on time, to budget and to the desired quality:
 - Network Security and Visibility
 - Monitoring Performance Tools
 - IT Continual Improvement project(s) including complex server upgrades as directed by the Associate Directors of IT
- Pro-actively contribute to continuous service improvement, collaborating with colleagues in improving the existing change processes to ensure a robust transfer of services into business as usual.

Other Conditions

As a senior member of the University the following applies:

- You are expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites as necessary.

General

- Assume other reasonable duties consistent with your role, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

Key Working Relationships

- Head of Architecture and Solution Architects
- Head of Infrastructure and technical staff
- Head of Application Delivery and application support staff
- Programme and Project Managers
- IT Security team
- Business Analysts
- Associate Directors of IT
- Director of IT/CIO
- Programme and project teams within and external to IT Services
- Stakeholders including Senior Stakeholders/Project Sponsors

Specific Management Responsibilities

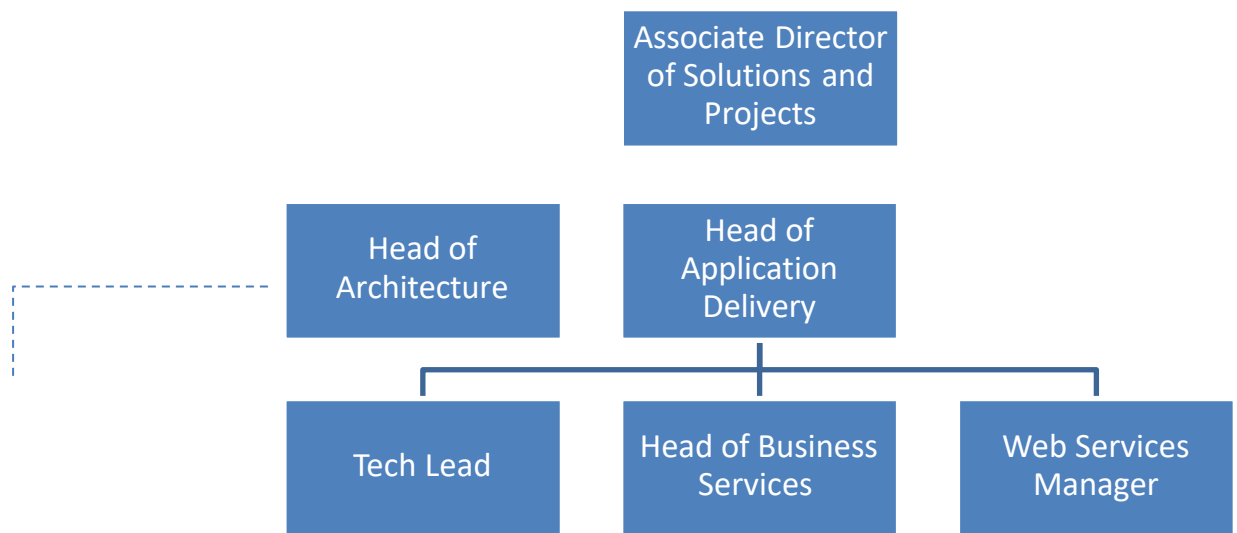
Budgets: none

Staff: none, however may be required to oversee the work of contractors and/or third party suppliers

Other: none

Last updated: Sept 2019

[Include structure chart if available/appropriate] **Example below to be discussed**



PERSON SPECIFICATION

Specialist Knowledge/Qualifications	<p>Degree (ideally in a computing based discipline) or substantial equivalent and relevant experience.</p> <p>Exposure to and understanding of a number of typical frameworks such as Prince, ITIL etc.</p> <p>Experience in software development methodologies such as waterfall, agile.</p>
Relevant Experience	<p>At least 5 years' experience of working as a software engineer or within the technical services arena with broad exposure to a wide range of technologies and experience in computing technologies gained in a varied career to date</p> <p>Strong evidence of leading the technical delivery of projects within a complex multi-project environment</p> <p>High degree of adaptability; with demonstrable evidence of being able to manage the daily challenges of delivering in an ever-changing technical landscape.</p> <p>Strong evidence of troubleshooting and resolving technical issues/problems within an operational environment</p> <p>Evidence of stakeholder and supplier management</p>
Communication Skills	<p>Communicates effectively both orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.</p>
Leadership and Management	<p>Provide technical leadership and will be involved in mentoring and training colleagues in areas of expertise.</p> <p>Motivates and leads a team effectively, setting clear objectives to manage performance.</p>
Professional Practice	<p>Contributes to advancing professional practice/research or scholarly activity in own area of specialism</p>
Planning and Managing Resources	<p>Plans, prioritises and manages resources effectively to achieve long term objectives.</p>
Teamwork	<p>Develop and maintain excellent and effective relationships with stakeholders both within the IT Service and across the University.</p>

	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration,
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: October 2019